



# ***JOB OPPORTUNITY***

**CALIFORNIA STATE DEPARTMENT OF INSURANCE**

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## **ASSOCIATE INSURANCE COMPLIANCE OFFICER**

**\$4,619.00 - \$5,616.00**

**CONSUMER SERVICES DIVISION**

**CONSUMER COMMUNICATION BUREAU**

**Los Angeles**

### **RESPONSIBILITIES:**

Under direction of Supervising Insurance Compliance Officer, the Associate Insurance Compliance Officer assists consumers via telephone, written and e-commerce communication by independently obtaining and analyzing information in order to mediate and resolve complex inquiries and complaints related to insurance coverages, rating and underwriting, and claims related consumer complaints regarding all lines of insurance; identifies unfair claims practices violations of the California Insurance Code and related regulations, laws, statutes and, with the facts found to exist, recommends enforcement action when necessary; acts as a conciliator in complex disputes and misunderstandings in an attempt to reach an amicable resolution between insurer and insured; completes assigned special projects and other related duties as assigned.

### **DESIRABLE QUALIFICATIONS:**

Three years of experience in insurance underwriting, claims adjusting or insurance consumer services; graduation from college with a bachelors degree is highly desirable, however, experience will be accepted in place of the college degree on a year-for-year basis. Candidates must have knowledge of insurance practices and the laws and regulations applicable to insurance, along with good analytical and verbal/written communication skills and ability to utilize standard computer software applications.

### **WHO MAY APPLY:**

Applications will be accepted from current State employees at the **Associate Insurance Compliance Officer** level, those within transfer range, or individuals who have list eligibility. Training and Development Assignments may be considered. All applications will be reviewed; however, only the most qualified candidates will be interviewed. Applicants currently on SROA lists or employed by a surplus department are encouraged to apply. ***All applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, or list eligibility) on the state application.***

### **APPLICATION PROCEDURE:**

Send a completed standard State of California application to , Department of Insurance, Human Resources Management Division, 300 Capitol Mall, Suite 1300, Sacramento, CA 95814. **Please indicate “Associate Insurance Compliance Officer, #413-373-8562-021” on the State application.** For additional information, please call (916) 492-3423.

**FINAL FILE DATE: November 13, 2012 - 5:00 p. m. CLOSE OF BUSINESS**

**NOTE:** Interested Individuals, including list eligibles, must submit applications in order to be considered for this position. If you are applying for more than one recruitment, a separate State Application (STD 678) is required for each recruitment for which you would like to be considered.

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**DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD**

AN EMPLOYER OFFERING EQUAL EMPLOYMENT OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.

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Consumer Hotline (800) 927-HELP • Producer Licensing (800) 967-9331